

DOCLINE Libraries Survey (Preliminary Analysis)

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The PNR has 146 libraries that participate in DOCLINE. These survey results represent 44% of these libraries (in other words, 64 libraries responded). By surveying the PNR DOCLINE libraries, we hope to get an overall sense of the following:

- ILL activity in the region
- Collection development in electronic resources
- Service to unaffiliated health professionals

DOCLINE Requests

On average across the Network, requests have decreased 5-6% over the past 5 years. Below are the more local results of our survey:

Requests up – for 25% of respondents

Why?

- Marketing to users and other libraries
- FreeShare participation

Requests down – for 30% of respondents

Why?

- More full-text content online (ejournals)
- Libraries have fewer unique titles and small collections

Holding – for 31% of respondents

(N/A – 14%)

Electronic Document Delivery

Over the past 4 years, there has been a remarkable shift from mail delivery to electronic delivery in DOCLINE—mail delivery since 2003 has dropped from 64% to just over 12%, with a 48% decrease last year alone. Email delivery has jumped from 4.5% in 2003 to 56% in 2007. This table shows frequency of electronic document delivery methods currently used in the PNR:

EDD method	Receiving copies (%)	Sending copies (%)
Email PDF	89	77
Web pickup PDF	58	0
Email TIFF	50	19
Ariel	33	35
Web pickup TIFF	28	0
*respondents checked all that applied		

Reasons why libraries are not sending and/or receiving via EDD

Respondents were also asked what might be stopping them from using EDD in DOCLINE, if they are not using it:

- Wary of violating license restrictions with ejournal collections
- Easier to photocopy and mail than use scanner
- Firewall issues

ILL Management Programs

While DOCLINE can be used without additional ILL management software, many libraries opt to use one of the programs below in order to manage copyright and collect statistics:

- QuickDoc – 41%
- None – 33%
- ILLiad – 13%
- Other (e.g., Clio, homegrown ILL databases, etc.) – 13%

EFTS Participation

35% of PNR DOCLINE libraries participate in EFTS, the Electronic Fund Transfer System. Here are some of the reasons why some libraries are unable to participate:

- Administration won't allow it
- Not enough volume, rarely purchase articles
- No reason for it—library borrows and lends at no charge

Electronic resources being used for ILL

Securing interlibrary loan rights for electronic resources is difficult, and often libraries opt to forgo using electronic journals for ILL in order to “keep it simple” and avoid accidental license infringement. Here are the results for how much of their electronic collections the responding libraries use for ILL:

- None of the collection – 20%
- Some of the collection – 47%
- All of the collection – 14%
- (No response – 19%)

Patron access to electronic resources

A primary objective of the NN/LM is to encourage and facilitate access to information for unaffiliated health professionals. The results below show if and how the responding libraries provide online access to affiliated and unaffiliated health professionals:

Online access provided?	To health professionals on Staff	To health professionals in community (i.e. unaffiliated)
Not at all:	3%	27%
Yes, in-person in the library:	77%	38%
Yes, remotely:	81%	5%
*respondents checked all that applied		

Consortial Purchasing

64% of respondents participate in consortial purchasing and 19% do not. Most participation in the PNR is through the following consortia:

- PNC/MLA
- BCR – Bibliographic Center for Research
- Orbis – Cascade Alliance
- State Licensing agreements

Confidence in managing copyright in ILL

Managing copyright responsibilities in interlibrary loan involves use of the doctrine of “fair use” and the CONTU Guidelines to track borrowing and avoid copyright infringement. We asked libraries how confident they were in managing copyright to find out if they need assistance or training in this area. Results:

- Very – 39%
- Somewhat – 41%
- Not very – 8%
- Not at all – 3%
- (No response – 9%)

LinkOut

48% of responding libraries participate in LinkOut. Of the libraries that are not participants, most don't know how to begin and don't have enough time to investigate. Many find LinkOut too complicated. Major issues: 1) there are too many technical difficulties between LinkOut and aggregator packages (e.g., ProQuest, EBSCO, etc.); 2) maintenance of journal holdings in LinkOut is too time-consuming.

Training Needs

The PNR has 219 library network members (i.e. including non-DOCLINE libraries). Survey questions asked of all network libraries included a question about training needs. The below results represent 37% of *all* network libraries (in other words, 82 libraries responded). Areas in which training and support are needed by survey respondents are as follows:

- The most common area of needed training and support is training on new technologies (62%), followed by managing copyright (40%) and showing value of their library (39%).
- Thirty-three percent said they need training in negotiating e-licensing agreements and 26% said they needed training in planning and evaluating projects.
- Less than a one-quarter of respondents need training on implementing LinkOut (23%), trends in scholarly communication (23%), health information literacy (21%), using NLM resources (18%), and using DOCLINE (9%).